

**THE OPEN UNIVERSITY OF SRI LANKA
BACHELOR OF MANAGEMENT STUDIES (BMS) DEGREE PROGRAMME
LEVEL 5
MCU 3206 – ORGANIZATIONAL BEHAVIOUR
ASSIGNMENT TEST –2015**



DURATION : TWO (02) HOURS

Date : 15.02.2015

Time : 10.00am - 12.00noon

No. of Questions :05

No. of Pages : 01

INSTRUCTIONS: Answer any four(04) questions.
Answers should be clearly hand written.

1. As a manager of a business organization in a competitive business environment, discuss how the knowledge you gained by studying the 'Organizational Behaviour' has benefitted you to manage the organization effectively and efficiently. Use practical examples where necessary to elaborate your answer
(25 marks)
2. "The main individual factors influencing human behaviour can be categorized into two; (i) 'Inherited Characteristics' and (ii) 'Learned Characteristics'".
 - I. Explain these two categories. (10 marks)
 - II. Discuss how these factors influence human behaviour. (15 marks)
3.
 - I. What is meant by the term 'Motivation'? Explain. (05 marks)
 - II. What are the different human needs according to Maslow's hierarchy of needs theory? Explain them using suitable examples. (20 marks)
4.
 - I. Explain the meaning of an 'Attitude' and name three major parts of an attitude. (07 marks)
 - II. "When there are improper attitudes of employees in an organization, they should be changed in such away to enhance the organizational effectiveness".
Discuss how improper attitudes can be changed? Use practical examples to elaborate your answer. (18 marks)
5. "Higher the employee 'Job Satisfaction' the higher is the organizational effectiveness"
 - I. Explain the meaning of employee job satisfaction'. (07 marks)
 - II. Using practical examples, discuss the consequences of employee job dissatisfaction. (18 marks)